

MOTION BY SUPERVISOR GLORIA MOLINA

August 22, 2006

Voice Over Internet Protocol (VoIP) is a new telephone system technology that makes use of the internet to transmit both voice and data. While there are many potential benefits and savings from this technology, there are also serious concerns about reliability and security, particularly in a critical care facility. A February 2006 Government Computer News article quotes a Federal Systems Engineer as saying that the government is not comfortable enough with the new technology "to put people's lives on the line," referring specifically to military hospitals. It is essential that prior to final approval the Board is assured that the VoIP system contemplated at the LAC+USC Replacement Facility is the most reliable and effective telephone alternative for a hospital environment.

In June and July 2004, the Chief Information Officer (CIO) sent a memorandum to the Board and to all County Department Heads, respectively, informing all that "[o]nly IP telephone systems will be implemented when new or upgraded telephone systems

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are needed in County facilities.” The memoranda also describes a Request for Information (RFI) process for the selection of a County IP telephone provider in which Cisco Systems scored the highest and was added to the existing Telecommunications Equipment and Services Master Agreement (TESMA). After a thorough review of Board Letters from 2002 to the present by the Executive Officer to the Board, it is apparent that this Board has never been presented with the opportunity to analyze, discuss or debate the benefits and risks of adopting VoIP as County policy for all new or upgraded telephone systems, nor has the County approved the RFI process, selection or addition of Cisco Systems to the existing TESMA for IP telephone services.

I, THEREFORE, MOVE that those portions of Agenda Item No. 19 relating to VoIP be continued for four weeks pending receipt of additional information;

I, FURTHER , MOVE that within three weeks, the CIO, in collaboration with the Chief Administrative Office, Department of Health Services, Department of Public Works and the Internal Services Department, provide a thorough analysis of the risks, benefits, reliability, security, and costs (including operational costs) of installing VoIP at the LAC+USC Replacement Facility versus other options available in telephone technology today. Questions addressed should include, but not be limited to the following: Was an analysis of telephone options for the Replacement facility (including risks, benefits, and costs) conducted prior to the decision to implement VoIP? If so, what were the results? What are the implementation, maintenance and ongoing costs of providing VoIP at the Replacement Facility? What are the back-up systems for telephone and data should internet access fail? Does VoIP require special staffing and training? Is that technical skill available in the County? If not, who will provide this technical support at what cost?

What other major hospitals use VoIP? Do these hospitals use VoIP as their primary telephone system? What type of backup systems do these hospitals offer?

I, FURTHER, MOVE that within three weeks, the CAO, Auditor-Controller, and County Counsel investigate and report upon: 1) the decision to change the telephone system for the Replacement Facility, specifically, who made the decision, when the decision was made and the basis and authority upon which the decision was made; and 2) the directive sent by the CIO to Department Heads in July 2004 regarding VoIP and the RFI process, and including the addition of Cisco Systems to the existing TESMA. The investigation should determine whether appropriate County policy was followed, and, if not, recommend appropriate corrective actions. Any necessary changes in County policy to ensure the Board is involved in approving critical technology and procurement decisions should also be provided.

I, FURTHER MOVE, that the balance of the recommendations contained in the Board Letter be approved today, revising the total project budget in the amount of \$1,059,218 which consists of \$136,556 for USP 797, \$122,662 for PET/CT Scanners and an \$800,000 increase in architectural contingency fees, and authorize the Chief Administrative Officer to include these adjustments in the Fiscal Year 2006-07 Supplemental Changes.

MJ/sf